



IMPROVING MEMBERSHIP MANAGEMENT WITH BITERGIA ANALYTICS



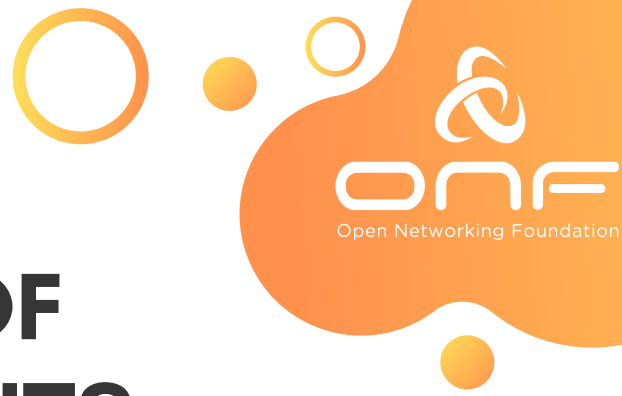


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Visit bitergia.com for information about Bitergia's services or email info@bitergia.com to schedule a demo.



ABOUT ONF®



The Open Networking Foundation (ONF) is an operator-led non-profit consortium focused on driving the transformation of access and edge networks by collaboratively building next generation mobile and broadband infrastructures.

The ONF serves as the umbrella for a number of open source projects building an ecosystem that leverages network disaggregation, white box economics, open source software, and software defined networking standards. ONF has over 200 partners, members and collaborators and is open to any operator or supply chain organization that shares its vision. ONF members include network operators, cloud service providers, network equipment vendors, silicon providers, and system integrators.

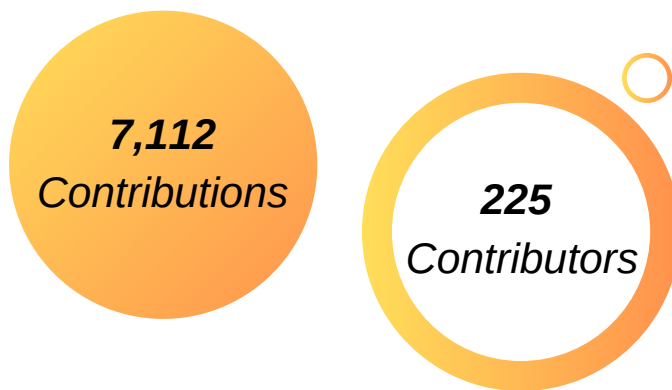
As an open source organization, ONF often uses, contributes and collaborates with other open source projects and organizations. Learn more about ONF at www.opennetworking.org



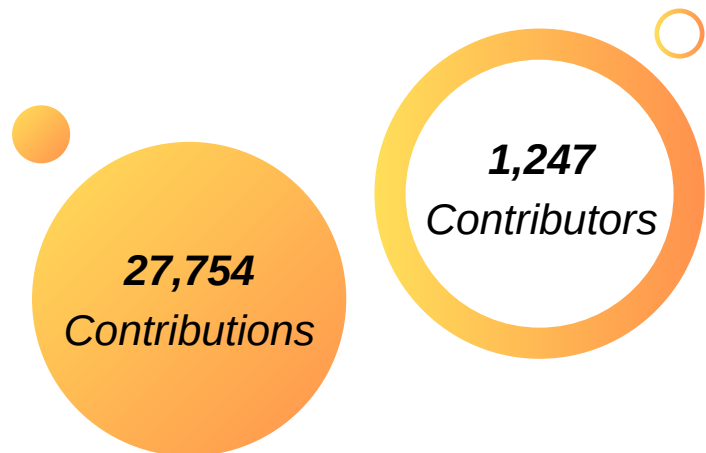
IMPROVING MEMBERSHIP MANAGEMENT

ONF has several goals, including:

- Understanding how community members contribute: “hard” or code contributions, and “soft” or other project activity



Code contributors from 2019 to 2020



Other project activity from 2019 to 2020

IMPROVING MEMBERSHIP MANAGEMENT

- Creating effective membership renewal message by understanding how members contribute, which enables ONF to highlight different value propositions
- Measuring contributors' engagement: identifying active/regular contributors from ONF members throughout the year

Our marketing and membership teams use Bitergia Analytics in membership retainment and recruiting activities. For example, we look at each member company contributions each quarter to see how engaged they are and communicate with them accordingly.

Ain Indermitte,
Senior Director,
Head of Developer Relations,
Open Networking Foundation

SOLUTION: ORGANIZATIONS ACTIVITY DASHBOARD

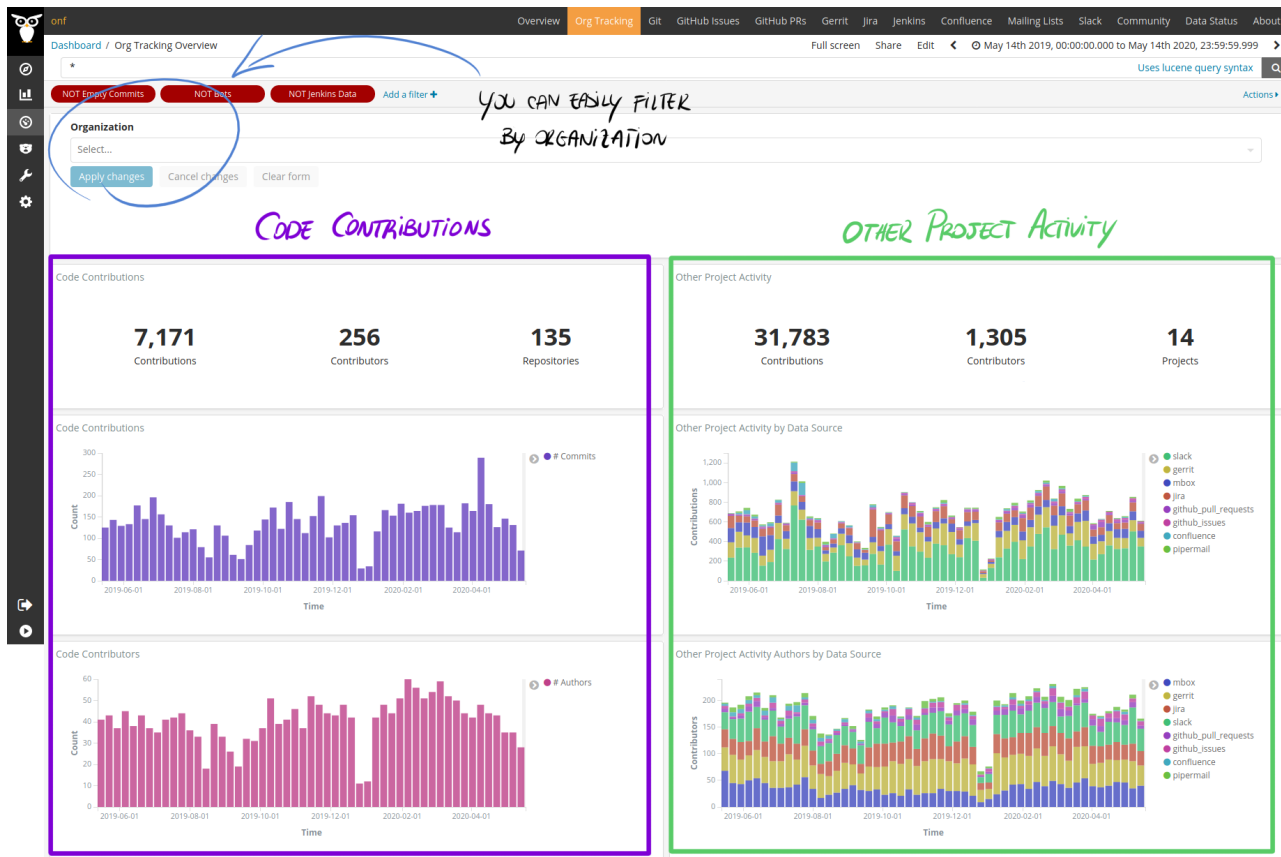
Bitergia provided ONF with a dashboard that focuses on revealing Organizations' activity across data sources. In comparison to the Overview dashboard, the activity in this dashboard is split between "hard" contributions (i.e., code contributions -- the "doing") and "soft" contributions (i.e., other project activity contributions -- the "talking").

We need to understand what our members are doing. When a renewal comes up, we want to see what they did over the last year and then we can customize our renewal message to them.

The Organizations Activity dashboard enables us to type in an organization name and instantly see what kind of contributions they have made over the past year. We were specifically looking to separate code contributions and other project activity (i.e., Slack, mailing lists, etc.) Having this view gives us a good picture of who are the "hard contributors" vs "soft contributors."

Ain Indermitte,
Senior Director,
Head of Developer Relations,
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The Organizations Activity dashboard shows a side-by-side display of code contributions and other project activity. As you can see, the filter at the top allows to easily see what kind of contributions different member organizations are making.



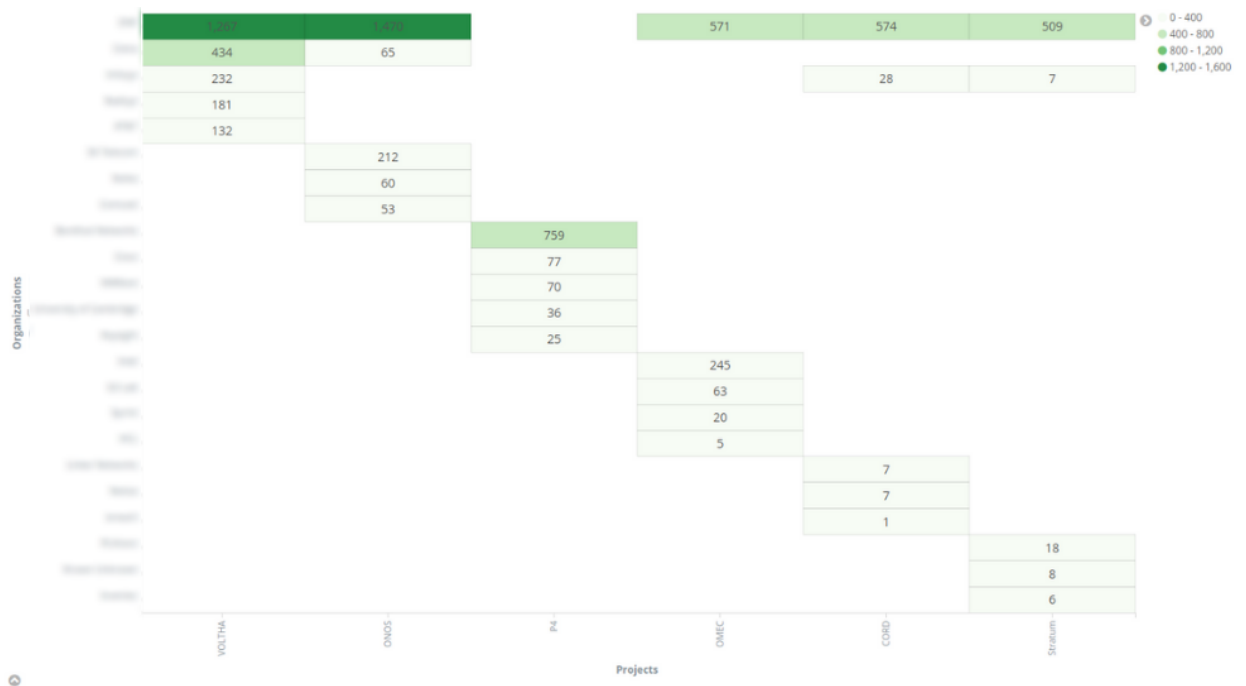
This provides a specific view of when and how much activity happened so ONF can look for peaks or valleys and understand how many members are “doers” (i.e., code contributions) and how many are “talkers” (i.e., other project activity). Both are valuable and necessary contributor profiles, but it helps to understand who does what.



Viz: Contributions by project

To have easy access to what each organization was doing, ONF customized a second dashboard view, showing each number of code contributions by project and organization. Such visualization answers two vital questions needed for ONF business goals:

- How many projects is a given organization contributing to?
- What is the level of engagement with each project?



ONF contributors heatmap by project during last year (2019 to 2020)

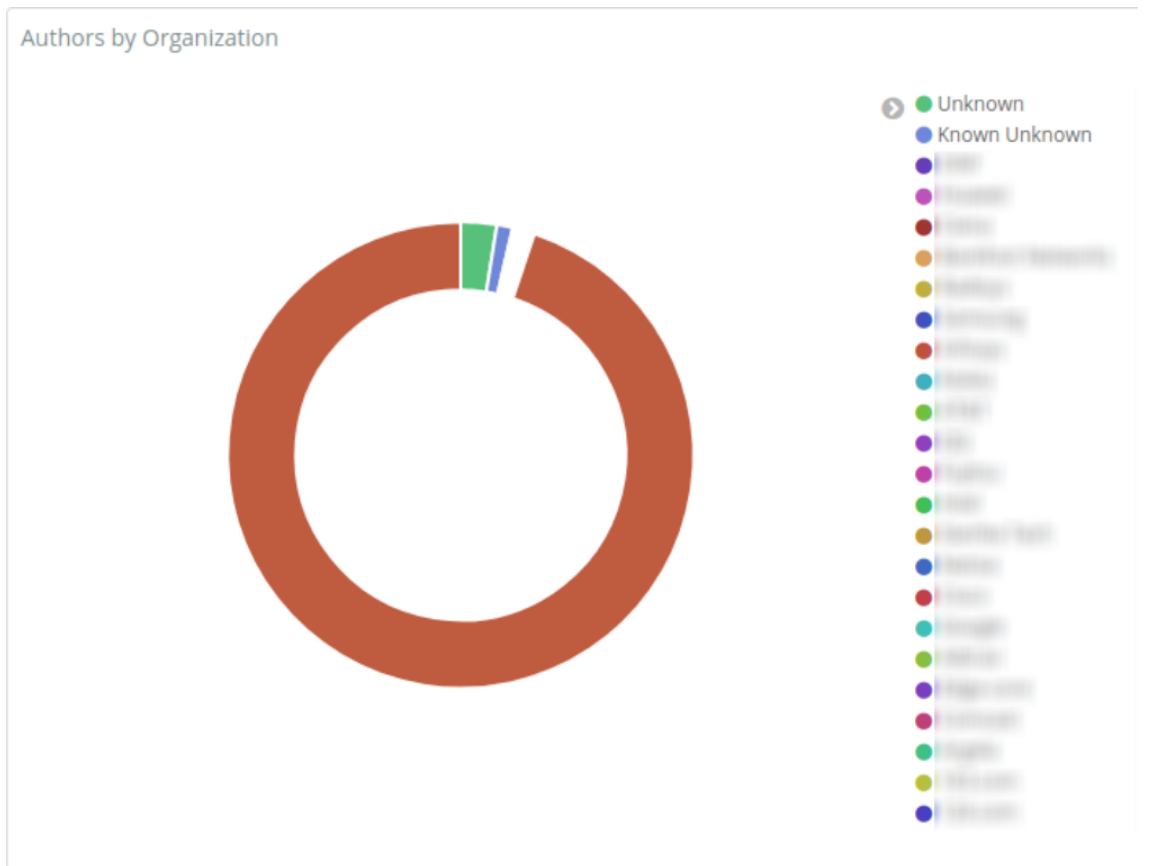
SOLUTION: IDENTITY MANAGEMENT WITH HATSTALL INTERFACE

ONF needs to have an accurate view into our communities, organizations, and individual contributors. This means we need a “clean” database of identities. Processing identities with unknown organizational affiliations is crucial in achieving this goal

Ain Indermitte,
Senior Director,
Head of Developer Relations,
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Identity affiliation is crucial for ONF goals. Sometimes, affiliation management systems (which are based on email domains) can't match specific people and organizations or it is just not possible to determine the affiliation. For this reason, ONF devised a process to get clean author data using the *Unknown vs. Known Unknown* distinction.

Authors by Organization



ONF contributors by organization during last year (2019 to 2020)

While processing people with unknown organizational affiliations, I can find that a given person either belongs to an existing organization or is “truly unknown” (for instance a gmail address). In that case, I assign them to what I call Known Unknown organization. By doing this I later know that I have already processed these identities and do not need to re-visit them again.

Ain Indermitte,
Senior Director,
Head of Developer Relations,
Open Networking Foundation

By using Hatstall (Identity management UI) Ain was able to:

- Declare Organizational Affiliation
- Correct attribution of contributions thanks to history of organizational affiliations.
- Know his contributors. Resolve different email addresses or user names that belong to the same contributor.

Profile info / 3917ba23b7f21a466b3af6047fc3702c752baa10

Name: Georg Link
e-mail: None
Bot?:
Country: None

Enrollments

Organization	Dates	Update	un-enroll
Bitergia	2019-05-28 to 2100-01-01	Update	un-enroll
University of Nebraska Omaha	1900-01-01 to 2019-05-27	Update	un-enroll

Profile Identities

Name	email	Username	Source	unmerge
Georg J.P. Link	None	GeorgLink	github	unmerge
GeorgLink	None	GeorgLink	supybot	unmerge
Georg J.P. Link	linkgeorg@gmail.com	GeorgLink	github	unmerge
Georg Link	glink@unomaha.edu	None	pipemail	unmerge
Georg Link	None	None	chaoss:manual	unmerge
Georg Link	linkgeorg@gmail.com	None	git	unmerge
Georg J.P. Link at SCALE 18x	None	None	GeorgLink - twitter	unmerge
Georg J.P. Link	None	GeorgLink	twitter	unmerge
Georg J.P. Link	None	GeorgLink	twitter	unmerge

Hastall interface view example. Given contributor does not belong to ONF community



ABOUT BITERGIA ANALYTICS PLATFORM

Bitergia Analytics is specialized in analyzing software development projects and its core platform is 100% open source. It collects data from 30+ different data sources related to collaborative and social software development and allows you to identify contributors and organizations for more detailed reporting and improve decision making

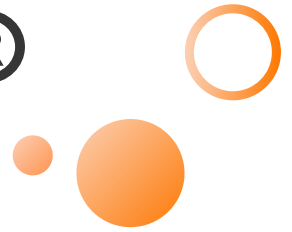
- Track growth, performance, and progress
- Discover influencers & analyze trends in your project
- Understand code review processes, ticketing, and issues
- Cross, combine, and visualize data
- Easily analyze comments, forums, and chats

ABOUT BITERGIA®

Bitergia® helps companies improve the ROI of their software development projects by providing tools and knowledge to improve decision making. It specializes in analyzing software development projects and its core platform is 100% open source.



ABOUT BITERGIA®



Bitergia® is a company with 15+ years experience in research focused on collaborative software development methodologies and software development quality models. Our specialized team has been working with a wide variety of companies and organizations that had a need for actionable insights and better understanding of software development community and processes.



Bitergia